

## **NH ENHANCED 9-1-1 (E-911) COMMISSION MEETING MINUTES**

**February 21, 2014**

The NH Enhanced 9-1-1 Commission (Commission) meeting, held at the Richard M. Flynn Fire Academy, Classrooms 1 & 2, Concord, NH

### **Commission Members Present:**

Douglas Aiken, Chairman	NH Association of Fire Chiefs
Kathryn Bailey	NH Public Utilities Commission (PUC)
David Caron	NH Municipal Association
Jonathan Goldman	NH Emergency Dispatchers Association (NHEDA)
Derek Martel	Professional Firefighters of NH
Karen Mead	Senior VP of Operations, FairPoint Communications
Cecily McNair	Public Member
Paul Szoc	NH Federation of Mutual Aid Districts
Sandra Teti	Governor's Commission on Disability
James Valiquet	NH Association of Chiefs of Police
George Valliere, Vice-Chair	NH Police Officer
Mark Violette	NH Telephone Association (NHTA)
Craig Wiggin	NH Sheriff's Association
William Wood, Secretary	NH Division of Fire Standards and Training & EMS

### **Commission Members Absent:**

John Barthelmes	Commissioner, Department of Safety (DOS)
Mobile Telecommunications	Vacant
Kevin O'Brien	Chief of Policy & Planning, DOS
Earl Sweeney	Assistant Commissioner, DOS
Carriers Industry	Vacant

Comcast	Vacant
Linda Hodgdon	NH Department of Administrative Services
NE Cable Telecommunications	Vacant

**PARTICIPANTS:**

Thomas Andross	Director of Communications, Grafton County Sheriff Department
Sherry Baker	Administrative Secretary, NH Division of Emergency Services & Communications (NHDESC)
Joanne Bates	NH Department of Personnel
Robert Beaulac	Senior Business Supervisor, NH Department of Administrative Services Budget Office
Wanda Bowers	Public Information Representative, NHDESC
Robert Brown	Information Technology Manager IV, NHDESC
Bruce Cheney, ENP	Director, NHDESC
Robert Christensen	Administration Manager NHDESC
Sean Goodwin	GIS Administrator, NHDESC
Doug Hackett	Communications Coordinator, Town of Hanover
Kelly Hayward	Telecommunication Specialist, NHDESC
Fred Heinrich	Case reviewer/Evaluation Specialist, NHDESC
Kyra Leonard	Administrator III, DOS
Lisa Lienhart	Financial Analyst, DOS
Sandra McLaren	Intrado
Allyson Ehrlich-Mitchell	Windstream
David Rivers	Public Safety Answering Point (PSAP) Chief of Operations, NHDESC
Tim Scott	Database Administrator, NHDESC
Robert Stock	Windstream
Michael Tersmette	Cassidian
Scott Wolfert	Service Manager E9-1-1, FairPoint Communications
Randy Young	Intrado, Inc.

Vice-Chairman Valliere welcomed Cecily McNair as the new Public Member Commissioner.

Call to order at 11:15 AM by Vice-Chairman Valliere.

**1. Approval of the minutes of the November 15, 2013 NH Enhanced 9-1-1 Commission Meeting.**

**Vice-Chairman Valliere called for approval of the November 15, 2013 meeting minutes. Commissioner Goldman motioned to accept the minutes and Commissioner Mead seconded the motion. Unanimously approved by those present and voting.**

**2. OLD BUSINESS – None**

**3. Division Reports**

**3.A. Director's Report**

**3.B. Financial Report (Kyra Leonard, Administrator III & Lisa Lienhart, Financial Analyst Division of Administration)**

**1. Discussion of year-to-date expenditures and surcharge receipts**

Director Cheney stated he was happy to have Kyra Leonard back and that Lisa and Kyra are doing a great job.

**Kyra Leonard reported the following:**

- Public Relations spending is limited but on track to spend by the end of fiscal year.
- Main Account spending is on track. One concern is the overtime account due to staffing but there is a plan to move funds around to allow more overtime funds.
- The spending in class 039 Telecommunications is low because they have not received all the phone bills at this time.
- Network fund expenditures are on track.
- The last payment for the Poison Control has been completed. So that will be closed out.
- 4001 State Police Communication Maintenance account the overtime spending is low. This is where we will be taking some funds to help with the overtime in the main E9-1-1 account.
- Workers Compensation and Unemployment accounts are on track.

**3.C. Report on Data Operations: (Timothy Scott, Database Administrator)**

1. Update on Mapping and Database Activities
2. Status on VoIP companies removing records from the Database and updating their status under the PUC
3. Update on Emergency Notification System (ESN) and number of participating communities and agencies.

**Timothy Scott reported the following:**

- The telephone database currently contains approximately 862,000 records.
- The Town of Goffstown has been moved into maintenance as of today.
- Completed a conversion to our tools for the GIS management. Now, we are coordinating with Special Projects to get everyone that uses GIS in the Bureau upgraded to the newest version. Including our servers, this will take about three to six months to complete.
- Continue working on the Back Office Bounce project.
- Emergency Notification is going well at this point. We have sixty-six communities that have signed up to participate. Forty-four communities have asked for direct access. There are two ways to sign up. One is to directly access the system via web browser. The other way is to ask for a PDF form and we will do the notification on their behalf. About two-thirds are asking for direct access.
- Trying to become more efficient on discrepancies coming from private entities that operate their own phone systems that don't correctly configure their phone systems to 9-1-1. In particular, we have been receiving a lot of wrong address calls from public schools. Tim Scott's goal is to find a contact person that is responsible for maintaining the phone system for each school district.

Commissioner Violette asked Tim what he is trying to do with the schools.

- We get a lot of 9-1-1 calls that come from the wrong address or it comes from a large building that it is not identified correctly. When I call and inform them we had a 9-1-1 discrepancy they asked, "what are you talking about?" I will work with a school district and fix the problem then in the next six months we get another call from the same school but a different floor or building. It is a system-wide problem.

Commissioner Violette asked Mr. Scott if he was trying to take it down to the room level.

- No, the standard is to basically have an emergency response zone for 9-1-1 but the bigger problem is the wrong addresses that come up when they make the 9-1-1 call.

Commissioner Violette stated that part of the original plan for schools was to put phones in each individual room.

- Some schools are set up great but Mr. Scott feels there should be a contact list for each school district.

Director Cheney asked Mr. Scott to please explain the Multi-tenant Project for the new Commission members.

**3.D. Report on Administration (Robert Christensen, Administration Manager)**

1. Flight Path Project Management for Administration Bureau: status update and efficiency scoring
2. Public Education outreach
3. Update on VoIP providers paying surcharge
4. Surcharge database coordination with DRA
5. Communication: internal and external
6. Commission meeting minutes and agenda posting update

**Robert Christensen reported the following:**

- Introduced the concept of our Flight Path project management system at the last meeting and this is coming along nicely. He does not want the Administration section bouncing around from task to task without a sense of direction. With the help of Kelly Hayward, since last October, she has identified 170 total projects within the Administration Section. We have completed 119 of these projects and this leaves us with 51 opened projects. This is with a staff of 8 people. He gave Kudos to the Administration Section as this gives us a project completion efficiency rate of 70%. A good start, with lots of upside growth to come.
- He is organizing the Administration Section into **Function Units**:
  - Maintenance (seasonal maintenance, daily tasks, fleet management)
  - Communications (internal, external, and public education)
  - Finance (business/decision modeling, accounts receivable and payable, and budgets)
  - Planning and development (workforce development, strategic planning, frontline supervision training, IDEAL leadership training, crisis communication and planning)
  - Program management (Flight Path project management, surcharge delinquencies and auditing, contract development, and legislative research/response)
  - Meeting facilitation and documentation (E9-1-1 Commission meetings, minutes, agendas, action items, EAS meeting meetings, minutes, agendas, action items)
  - Human Resources (Payroll, W/C, FMLA, postings, reclassifications, requests for new positions)
- For Public Education, Wanda has been out doing Supplemental ALI presentations and Cell Phone Sally Presentations and IPOC tours. Wanda has updated a welcome to the world of mapping packet for the elementary schools. He is very happy with some of

- the items Wanda is producing. Wanda is getting the 9-1-1 message out on all levels from children through senior citizens.
- Thanks in large part of the efforts of Kelley Noel and Kelly Hayward, we have sent out two letters to try to identify NH VoIP providers. In September 2013, our VoIP revenue was \$131,000. Since the two letters have gone out, the VoIP revenue is at \$140,000. This is a 7.3% increase. We have not heard from twenty-five VoIP carriers at this time and a third letter will be going out explaining the Commissioner of Safety's statutory authority to apply penalties if they don't pay the surcharge.

Commissioner Violette asked who the twenty-five VoIP carriers were that we have not heard from yet.

- We have identified the twenty-five. These companies are just in question. We are not saying they are intentionally delinquent, just that we have not heard from them as of yet.

Commissioner Bailey asked how did you identify, or find, the VoIP providers.

- We started with the FCC web-site and consulted their list to start.

Commissioner Bailey asked was it a list that was specific to New Hampshire or the whole country.

- The list was for the whole country but it was broken down by states. When we reached out to the companies, we asked if they were providing VoIP service to New Hampshire.
- An effort to keep the internal and external communication flowing through the Division is a work-in-progress with two locations and a 24 hour operation. Kelly Hayward and Janine Norkiewicz are working on a CPM project that will address this need. It is important that every employee realize they are valued and that the work they do is valued.
- Our Commission minutes and agendas are being posted onto the website in a timelier manner. Would like to thank Secretary Wood and Chairman Aiken for their work on this.
- Assistant Director DeNutte's reclassification has been approved by the Department of Personnel. The Fiscal Committee will need to give their final approval.

### **3.E. Status on NH VIEWW (Sean Goodwin, GIS Administrator)**

1. Status of NHVIEWW
2. Status of School Safety and Security Mapping

**Sean Goodwin reported the following:**

- 485 school safety and security maps have been completed as of January 1, 2014.

- The New Hampshire Information Alliance Center has been delivering the maps to all the schools and will be sending out digital copies to all police and fire departments in the coming months.
- He attended a DHS-sponsored webinar that had over 250 attendees regarding our school safety project. It was well-received and we received a number of follow-up questions and e-mails about the project details.
- We have made good progress on the snow mobile trail collection data this winter. We have added 200 miles of groomed trails to date.
- We hired a System Development Specialist in December and he has been a welcome addition.
- We will be able to assist local agencies who receive the electronic map books with documentation to utilize this data on both the Android and Apple tablets. These apps are free.

Director Cheney asked Sean to describe the Webinar he attended in December in more detail. A further update was provided by Sean.

Commissioner Goldman asked if the digital mapping apps for the Android and Apple tablets are compatible to be used on Windows-based tablets.

- We have not tested the new product on a Windows-based tablets yet.

Commissioner Goldman stated he would be willing to have his Windows-based tablets be used for testing this new app.

Commissioner Wood asked Sean, regarding the school mapping program, have there been any incidents since it has been put to use in New Hampshire?

- Mr. Goodwin reported that he was not aware of any incidents but he does know it has facilitated conversations between school officials and law enforcement.

Commissioner Goldman stated that in Derry, we are actively meeting with the police and we have created a pretty cutting-edge response to any school incident. He advised the maps will be a big part of this.

Vice-Chairman Valliere stated a number of communities are working on this very same thing around the state. These maps are going to be an integral piece for the protection of our children.

**4. Bureau of Emergency Communication (9-1-1)**

**4. A. Report on PSAP Operations & Report on Emergency Medical Dispatch (EMD)  
(David Rivers, Chief of PSAP Operations)**

1. Update on PSAP Operation
2. Agency Performance Reports
3. Call Transfer Trial Period Update
4. Physician Orders for Life-Sustaining Treatment (POLST)
5. Status on times on TEMSIS reports
6. Status of policy change to ask for agreements between the dispatch agencies and individual towns.

Emergency Medical Dispatch Compliance Statistics:

- ◆ 98.86% Case Entry
- ◆ 98.81% Key Questions
- ◆ 97.76% Dispatch Life Support
- ◆ 96.73% Chief Complaint
- ◆ 97.03% Final Coding
- ◆ 98.17% Total Average
- ◆ 99.91% Customer Services

**Chief Rivers reported the following:**

- We have submitted our reaccreditation process with The International Academies of Emergency Dispatch on January 6, 2014. Our current accreditation expired on February 18, 2014.

Commissioner Wood asked if New Hampshire remains the only statewide accredited center.

- Yes, we are still the only accredited center.
- Currently, we have 5 Telecommunications Specialist I positions opened.
- Deb Bray attended a job fair on February 20, 2014.
- Explained the Call Status report.
- Went over the new agency performance report.
- Chief Rivers will be attending the next Hospital Association meeting to discuss hospital diversions.
- Secondary Agency Notifications has been a success since changing the 3 rings to 5 rings.



Commissioner Szoc asked why the Manchester PD secondary notification numbers are so high.

- It seems that Manchester phone lines were in a linear hunt group and the phone we called was at the end of this group. We have worked with Fair Point and now this secondary number is on a circular phone hunt group.
- February 11, 2014 attended a NH Bureau of EMS TEMSIS meeting and we finalized the data points that will be utilized on the new TEMSIS reports.
- Extremely pleased to introduce you to Fred Heinrich who is a Battalion Chief and Paramedic with the Londonderry Fire Department. Fred is our new EMD Supervisor who will oversee our QA working with our training department. He is a welcome addition to the Bureau.
- Working closely with the New Hampshire Emergency Dispatchers Association, the Bureau will participate in doing some preparatory work for them. The Bureau agreed to teach three classes for the Academy each year. We look forward to a close and long relationship with them.

Commissioner Wood asked Dave to explain the Physician Orders for Life-Sustaining Treatment (POLIST) item.

- This is in legislative review and we don't think the legislation will pass. The people supporting this do not feel we are ready in New Hampshire at this point in time. So it does not have the backing of most of the stake holders. They feel we need to get the process going before we legislate how it is to be handled. Our involvement was they were looking for someone to maintain the database. They decided that 9-1-1 would be a logical choice for them. Entering that information into our Supplemental ALI would be helpful. POLST is a Do-Not-Resuscitate order and it would be a database that all hospital and medical providers could access. They are also trying to provide this to the medical personnel on scene. We will keep you informed as this legislation progresses.
- There was an isolation in Enfield and when trying to reach the location of the standalone phone, we found that it was removed from the location and put into a conference room of a different location and no telephone was plugged into the wall. Chief Rivers asked the Commission how he should proceed in trying to set up the standalone in each community.

Chairman Aiken stated standalones could be wired or wireless and he would rather see each community with something rather than nothing.

Commissioner Wood stated the Commission should look into this and come up with a plan for wire line and cell phones to make ensure we have the best interest of our citizens.

Chairman Aiken stated this will remain on the agenda and we will discuss this in more detail.

**4.B. Report on Next Generation 9-1-1 (NG911) (Robert Brown, Information Technology Manager V)**

1. Frame Relay Network to Carrier over Ethernet
2. Next Generation 9-1-1
3. Potential solutions for receiving text message from the public

**Robert Brown reported the following:**

- We will be putting out a Request for Information (RFI) for the Next Generation 9-1-1 project within a couple of weeks.
- We are in the process of building a new Computer Aided Dispatch (CAD) system to replace the old ones. We need to be able to support the new Valor CAD which will allow us to use the Paramount Medical Priority Dispatch software. We are in the testing phase and once that has been completed, we can roll those out.

Chairman Aiken asked if there was any funding issues to get this completed.

- No, we already own the computers and software.

Asst. Director Peter DeNutte stated there is going to be a financial off-set because we are going to eliminate the frame relay.

- The next step is to change over from the Frame Relay Network to a Carrier-over-Ethernet. We have been working on this deployment for a few weeks and everything is going well.

Chairman Aiken reminded the Commission that Next Generation 9-1-1 is coming and we should make sure we make every effort to get this implemented within our state. He realizes there is no national standard for NG9-1-1 at this time. NENA has an I-3-based focus and some of the larger states are going in that direction.

- Mr. Brown reported our focus is to get the RFI out and find out what vendors have available and we are planning on using the I-3 based structure since there is no national standard at this time.

Chairman Aiken asked if there was an alternative other than I-3 based.

- Mr. Brown stated there is no alternative as of today.

Chairman Aiken stated the sooner we get a national standard the better off we will be. There are efforts to adopt an ANSI standard for NG9-1-1. The I-3 is a NENA development but it is not an ANSI standard. He thinks they are going in the right direction with what we can do as of today's standards.

- Mr. Scott stated that the new upgrades we are doing is only the next phase to getting us ready for NG9-1-1 it is not a NG9-1-1 system we are putting in.
- Mr. Brown reiterated the next solutions we put in place will be our next version of a system, it won't be Next Generation 9-1-1. The portions of what are available today are deemed Next Generation, but it is not going to be like "flip the switch" and we will be Next Generation.

Commissioner Goldman stated we need to keep the local dispatch centers in mind as we move forward with Next Generation 9-1-1.

Director Cheney stated it is going to be a lot more important that the Commission participate going forward because there is pressure on us to provide equipment to the local level.

Chairman Aiken stated it is important that this Commission get the word out to explain this process and let them know we are trying to lower the cost to the local levels.

Vice-Chairman Valliere stated that the Chairman spoke a few weeks ago of the lack a standard for Next Generation. Would it be beneficial for there to be a standard so that everyone could be going in the same direction?

Chairman Aiken stated it would be very beneficial for us to have a standard.

- There are two types of text solutions: one is the TTY option and the other is a browser-based solution. There was discussion on the text messaging issue.

Commissioner Violette asked if we were still a few years away from being completely Next Generation 9-1-1.

- Mr. Brown stated we are working on taking the necessary steps toward Next Generation 9-1-1, but it will take some time.

## **5. Communication Maintenance Bureau**

### **5.A. Communication Maintenance (Bruce G. Cheney, Director ENP)**

1. Update on the transfer of non-lapsing funds to State Police Communications Maintenance

2. Status of the Statewide Interoperability Communications Coordinator (SWIC)

- We have hired a part-time SWIC and we will invite him to the next meeting so that he can introduce himself to you.
- Transfer of non-lapsed funds to State Police Communications Maintenance was due to leases and equipment purchases. With the up-coming budgets we are working closely with State Police to ensure there is enough money to cover their expenses.

6. Bureau of Telecommunication

6.A. Report on Statewide Telecommunications (Kevin Connor, Administrator IV)

**Asst. Director DeNutte reported the following:**

- Installed about 300 phones at the Department of Transportation (DOT). We are having a few issues with the vendor on the delivery of some items. We should have the State network completed over to VoIP by this summer. Fair Point has given a good price on PRI, we have added some SIP trunks and we have back-up with Windstream. The State network is looking better than it has before.

Commissioner Bailey asked if the Bureau of Telecommunications uses 9-1-1 funding.

Asst. Director DeNutte stated that the Bureau of Telecommunicaitons is self-funded.

Director Cheney stated they are self-funded but if anything goes wrong and they need funds, it will come out of the 9-1-1 fund. Telecommunications is a Bureau within our Division.

Robert Beaulac (Administrative Services designee) stated it was a separate Bureau. If one of those account units over spends, their appropriation will default to the general fund. The Legislature could, at that point, pass a law saying we are going to take the funds out of 9-1-1 to cover it.

Commissioner Bailey asked where the funds would go if the Telecommunications Bureau was to make a profit.

Director Cheney stated they are self-funded and it would lapse over to the next fiscal year.

**7. Standalone Numbers & Educating the Municipalities Work Group**

**a. Set-up work groups**

Vice-Chairman Valliere stated that we need to move forward on setting up a Work Group for standalone numbers and educating the municipalities.

Chairman Aiken stated that we need to have a Chairman and Vice-Chairman to head this Group. Commissioner Bailey volunteered to be Chairman and Tim Scott will be the Vice-Chairman. Chairman Aiken would like to see Commissioner Bailey have a teleconference with the group and to organize and maybe develop sub-groups.

Commissioner Bailey stated she understands about the standalone but not sure on the issue of educating the municipalities.

Chairman Aiken advised that we need to get the word out to the municipalities on understanding the process and what their responsibilities are. They need to know where the phone is located and what procedures they have in place if this phone needs to be used.

Chairman Aiken officially appointed the Standalone Numbers Work Group with Commissioner Bailey as chairperson and Tim Scott as vice-chairman.

Asst. Director DeNutte asked Scott Wolfert if the 7-digit default lines are still flagged with a do-not-disconnect.

Mr. Wolfert stated if he receives a disconnect on the default line, he can't stop them from disconnecting the line but he informs NHBEC.

**8. Contractor's Report (Scott Wolfert, FairPoint Communications)**

**8.A. FairPoint Network**

**1. Report on Network**

**Scott Wolfert reported the following:**

- There was a fiber cut that caused a remote isolation switch outage that was supporting the Town of Enfield. The duration of the outage was six hours and twenty-two minutes.
- There was an isolation in Glendale on February 12, 2014 for about two minutes this was a modular switch. There was another isolation in Glendale on the same day which was caused by a hardware failure.

Commissioner Bailey asked if Scott had heard about the FCC-ordered in route diversity. Would this take care of the umbilical that only has fiber diversity but not route diversity?

- Mr. Wolfert responded he would take the question back to Regulatory and report on this at the next meeting.

## **9. New Business**

### **A. Commissioner Goldman – Training/Certification Standards**

- Explained the new training standards for the Emergency Dispatchers Association Centers and thanked the Bureau for all its help.

### **B. Correspondence**

#### **A. Letter of commendation**

#### **B. Thank you letters**

### **C. Emergency Communications Command Vehicle Event List**

### **D. Director Cheney SB239 and HB1265**

- SB239 has passed the Senate and is in the House. This bill expands access to the statewide Emergency Notification System and removes prior opt-in requirements.
- HB1265 puts a potential responsibility on the Bureau to fund and maintain expanded broadband access through our mapping capabilities and resources. He reminded the Commission that at our November 15, 2014 Commission Meeting we had Carol Miller from DRED as a guest and she alluded to wanting to partner with the Bureau on mapping issues. We said given a non-disclosure agreement and under other conditions we could probably work with them. Asst. Commissioner Sweeney has put in a position paper for the Department of Safety objecting to this bill.

Commissioner Violette advised, from his experience, this data has been given to DRED more than once already.

Director Cheney advised that our data includes a great deal of critical infrastructure and is a key resource to the State and that this can't be turned over to anyone by statute. The option for us is to not only maintain their database but to strip out all the information except the addresses. We have drafted a letter to the chairman of Science, Technology and Energy Committee.

Commissioner Bailey asked if this bill gone through Senate yet.

Director Cheney stated it has not yet gone to the Senate.

Commissioner Violette asked who supported this bill.

Director Cheney stated Rep. Ford, Rep. Cali-Pitts, and Rep. Rappaport.

Director Cheney advised the bill would amend 106: H to be 106: H: A which would read the Bureau may acquire and utilize information on broadband mapping data and infrastructure information in coordination with the New Hampshire Broadband Mapping and Planning Program in order to utilize street address guides and rural address detail and enhance access to geographic information systems data for public safety purposes. Information acquired or maintained by the Bureau shall not be subject to disclosure under RSA 91-A, as provided in RSA 106: H: 14. Ms. Miller is talking about them sharing data with us and we don't need any of their data. Then under a new subparagraph; Powers of the Commission; Broadband Mapping; Funding. Amend 106-H:5, II by inserting after subparagraph (b) the following new subparagraph: (c) Pursue, develop, and coordinate grants and other funding opportunities for expansion of broadband availability and mapping of broadband infrastructure in conjunction with the New Hampshire Broadband Mapping and Planning Program to advance expansion in unserved areas of New Hampshire and promote public safety. There was a long discussion regarding this issue.

Director Cheney advised that he is asking Chairman Aiken to send a letter to the chairman of the Science, Technology and Energy Committee.

Chairman Aiken intends to sign and send a letter to the Chairman of the Science, Technology and Energy Committee. He asked the Commission for their support of the letter.

Robert Beaulac (Administrative Services designee) made a motion to authorize sending this letter to the Chairman of the Science and Technology and Energy Committee.

Chairman Aiken stated we have a motion on the floor. Commissioner Szoc seconded the motion.

Commissioner Bailey questioned the language in paragraph three.

Director Cheney stated this is the same wording that was used in the letter from Asst. Commissioner Sweeney's position papers in objection to the bill.

**Chairman Aiken called for a vote on the motion to send the letter to the Chairman of the Science and Technology and Energy Committee. The motion was seconded by Commissioner Szoc. Unanimously approved by those present and voting. Commissioner Violette abstained.**

## **10. Adjournment**

**Chairman Aiken called for a motion to adjourn at 2:35 P.M. Vice-Chairman Valliere motioned to adjourn the meeting and the motion was seconded by Commissioner Szoc. Unanimously passed by those present and voting.**

**Next Commission meeting planned for May or June, date, time, and location to be determined.**

---

William Wood, Secretary  
Enhanced 9-1-1 Commission